

Charity Care Report: 2020-2021

Health Commission

June 6, 2023



San Francisco Department of Public Health
Office of Policy & Planning

Agenda

1

Charity Care Overview and Background

2

2020-2021 Charity Care Trends

3

Charity Care Moving Forward

Charity Care Ordinance and Reporting Hospitals

San Francisco Charity Care Ordinance 163-01 passed in 2001:

- Requires hospitals to notify patients about free and discounted services
 - *Review conducted every two years of charity care posting and notifications*
- Requires hospitals to annual report charity care data to DPH

“Charity Care is emergency, inpatient, and outpatient medical care, including ancillary services, provided to those who cannot afford to pay and without expectation of reimbursement”



* Reports voluntarily



CHINESE HOSPITAL



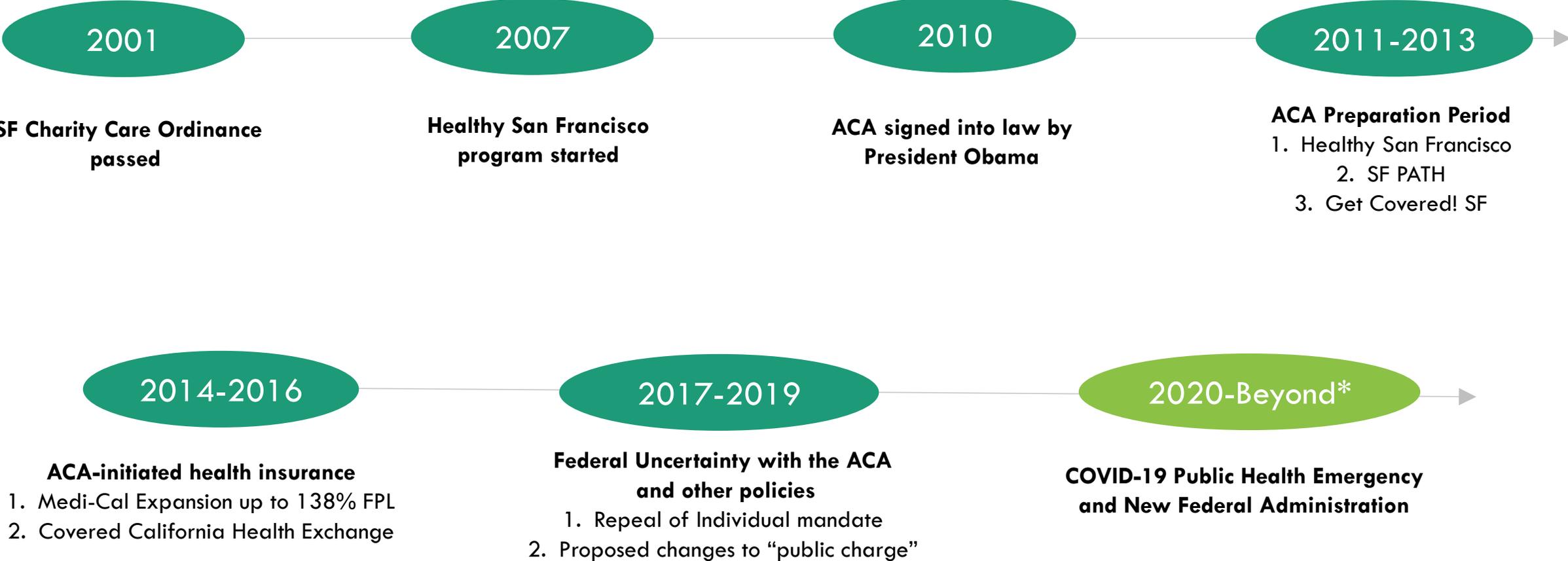
* Reports voluntarily



San Francisco Health Network
Zuckerberg San Francisco General Hospital

* Reports voluntarily

Charity Care Landscape: Timeline



**Report Covers 2020 and 2021*

Charity Care Report Overview

Goal: Understand and present trends related to charity care in San Francisco

- Showcases city-wide trends and hospital-specific data
- Tracks traditional charity care and HSF populations
- Engages representatives from the mandatory and voluntary reporting hospitals for development and review
- Report completed and presented to the Health Commission annually

Traditional Charity Care: Care provided to under- or uninsured patients not enrolled in HSF, and may be ineligible for Medi-Cal.

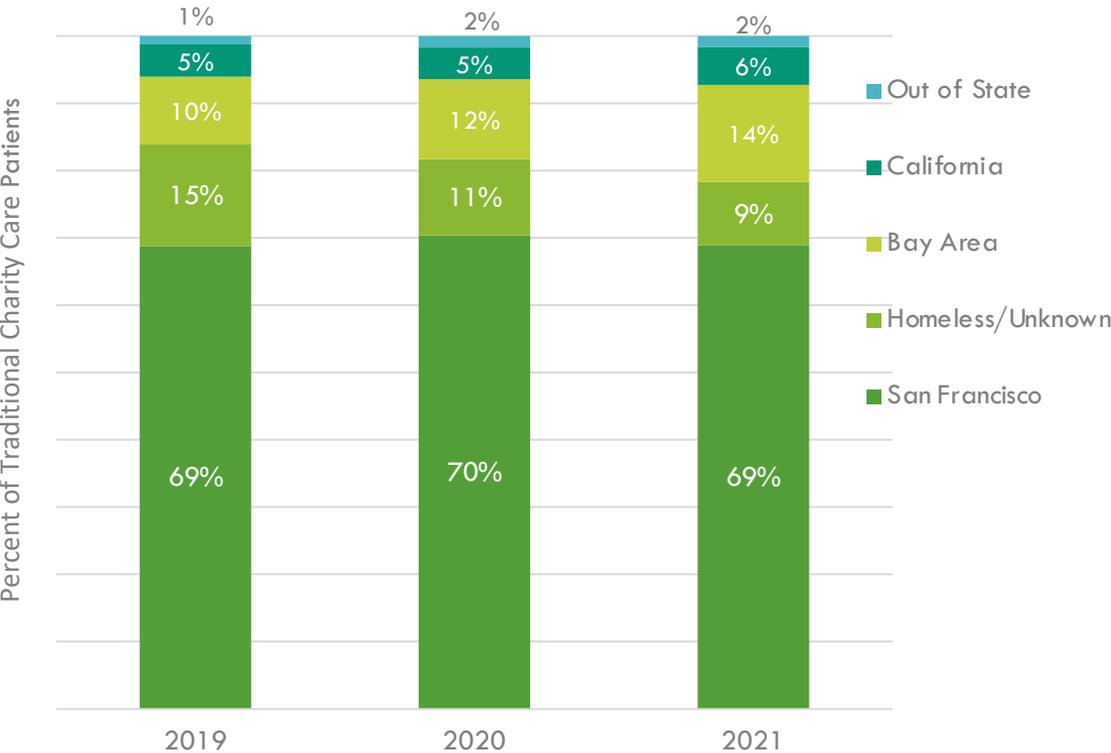
Healthy San Francisco: A program created by local ordinance designed to make health care services available and affordable to uninsured San Francisco residents.

Charity Care Trends

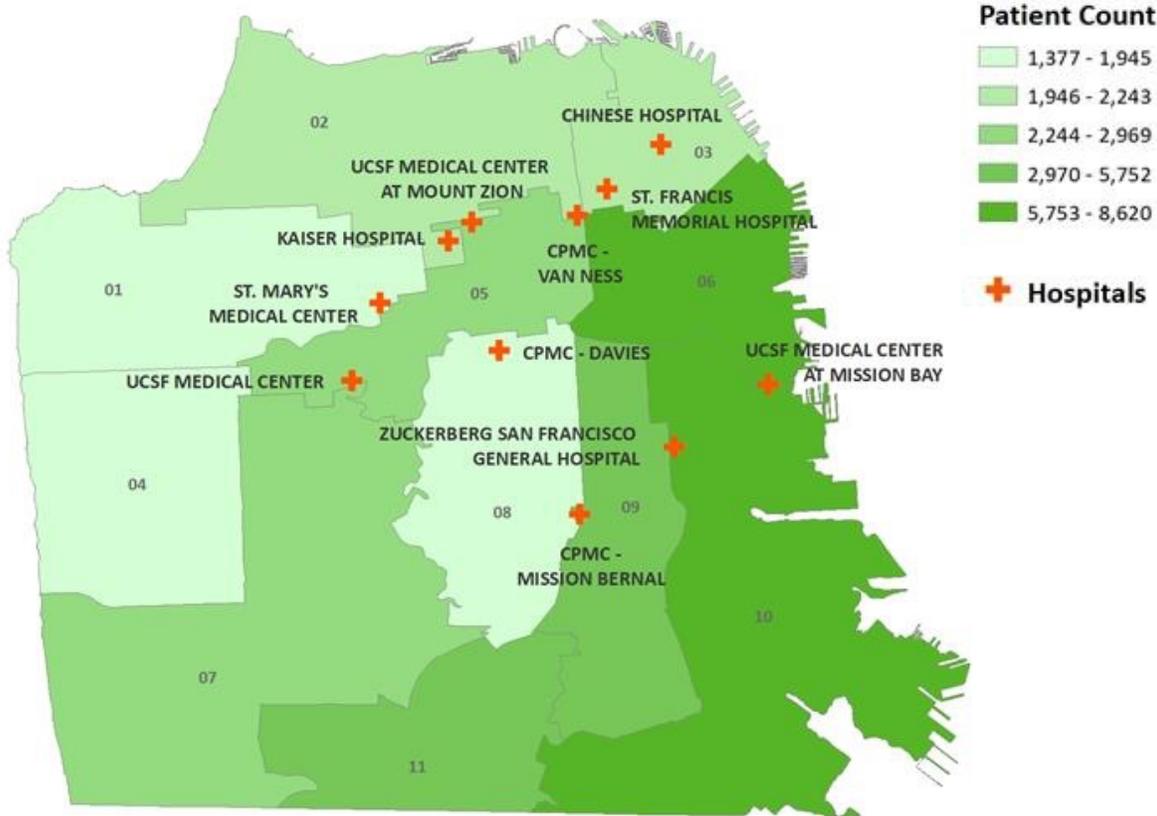
1. Traditional Charity Care serves the uninsured, those with public and commercial health coverage, and those most likely to experience health inequities – PEH, POC, and Lower SES.
2. Overall, Charity Care patients and expenditures increased citywide, however, many hospitals experienced decreased charity care patients during the reporting period.
3. Healthy San Francisco and Traditional Charity Care programs continue to serve distinct patient populations.

Traditional Charity Care serves the uninsured, those with public and commercial health coverage, and those most likely to experience health inequities – PEH, POC, and Lower SES.

Traditional Charity Care Patients Reported Residence, 2019-2021



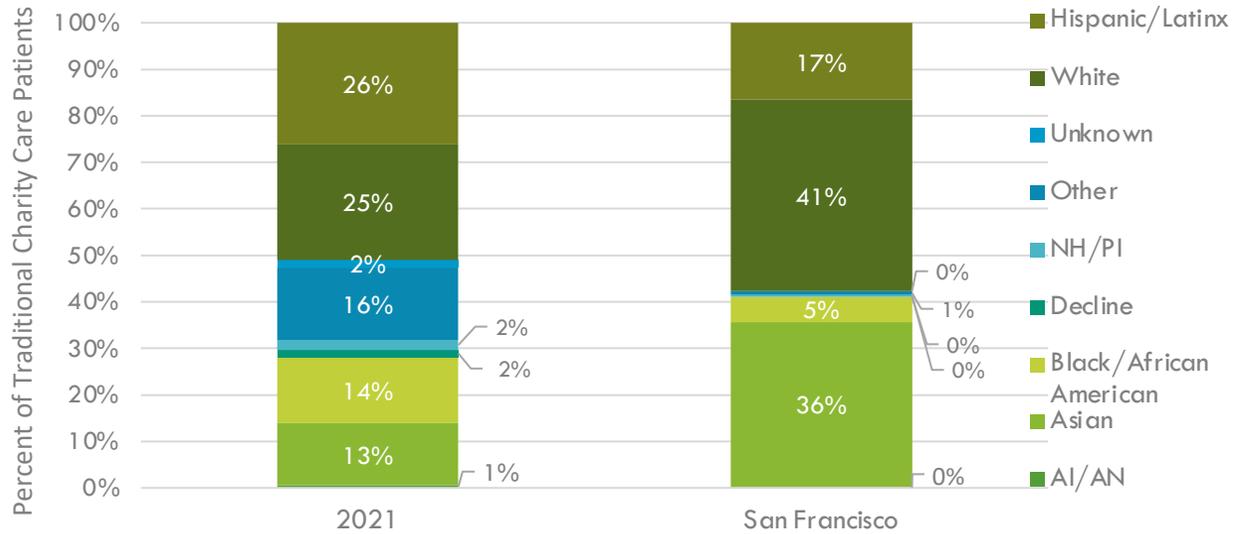
Traditional Charity Care Patients by Supervisorial District, 2021



Traditional Charity Care continues to cover 1) majority San Franciscans concentrated in districts with lower income neighborhoods and 2) people experiencing homelessness.

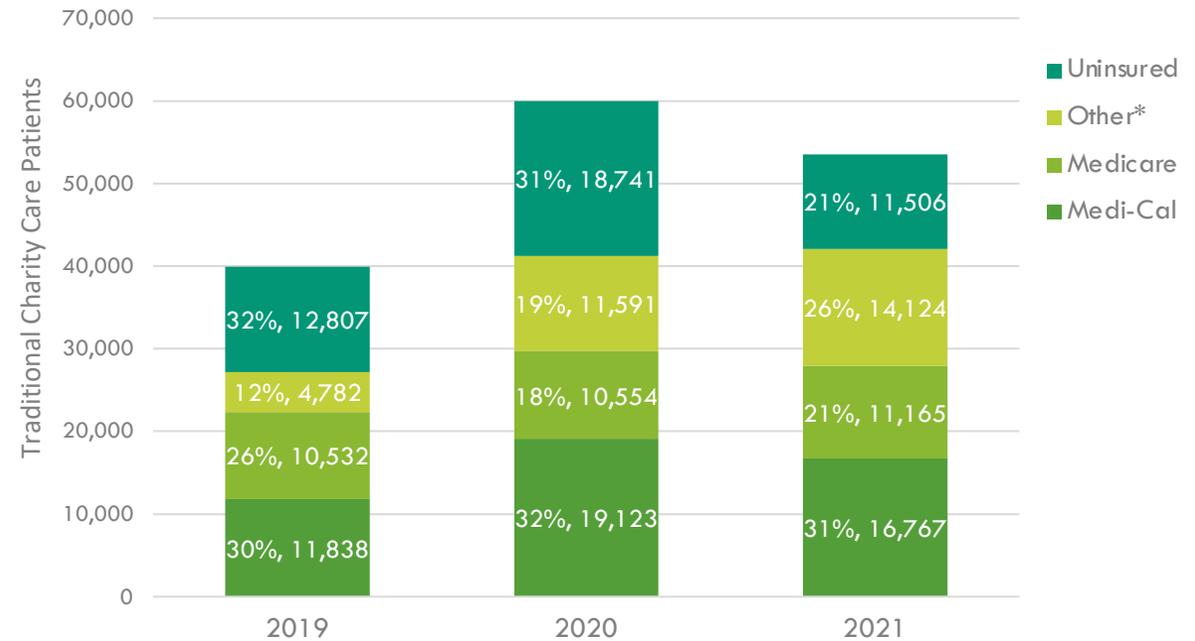
Traditional Charity Care serves the uninsured, those with public and commercial health coverage, and those most likely to experience health inequities – PEH, POC, and Lower SES.

Traditional Charity Care Patients by Race/Ethnicity Compared to SF Population, 2021



Traditional charity care patients are more likely to identify as Hispanic Latinx or Black/African American compared to the overall city population.

Traditional Charity Care Patients by Payor Source, 2019 to 2021

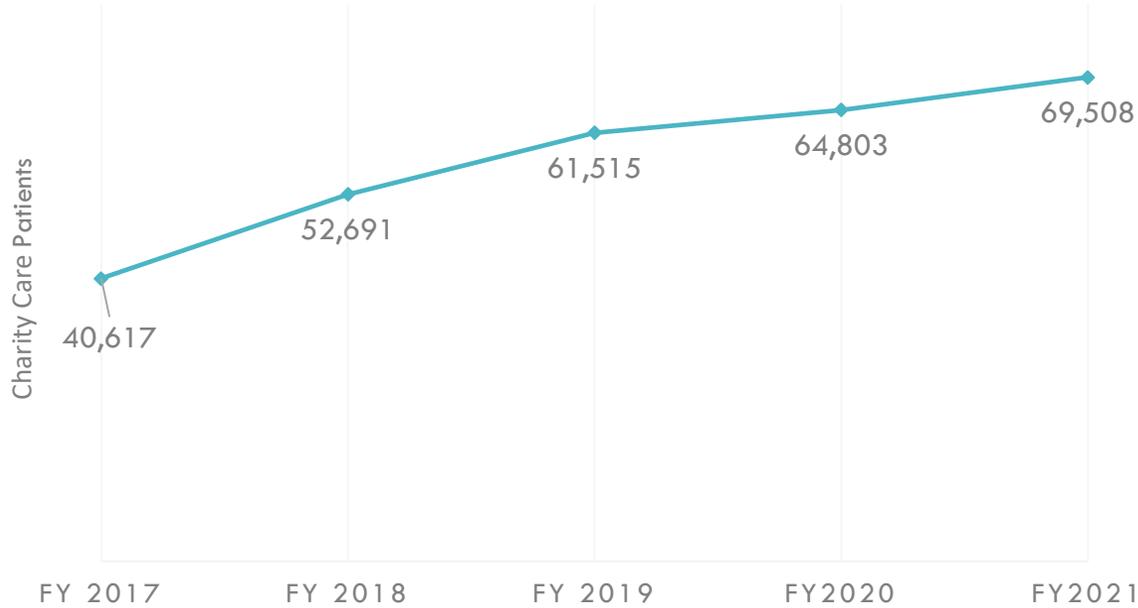


* "Other" payor type includes those with commercial insurance and workers compensation. "Uninsured" indicates the number of patients who self-pay their medical expenses.

An estimated 78 percent of traditional charity care patients have some form of health coverage.

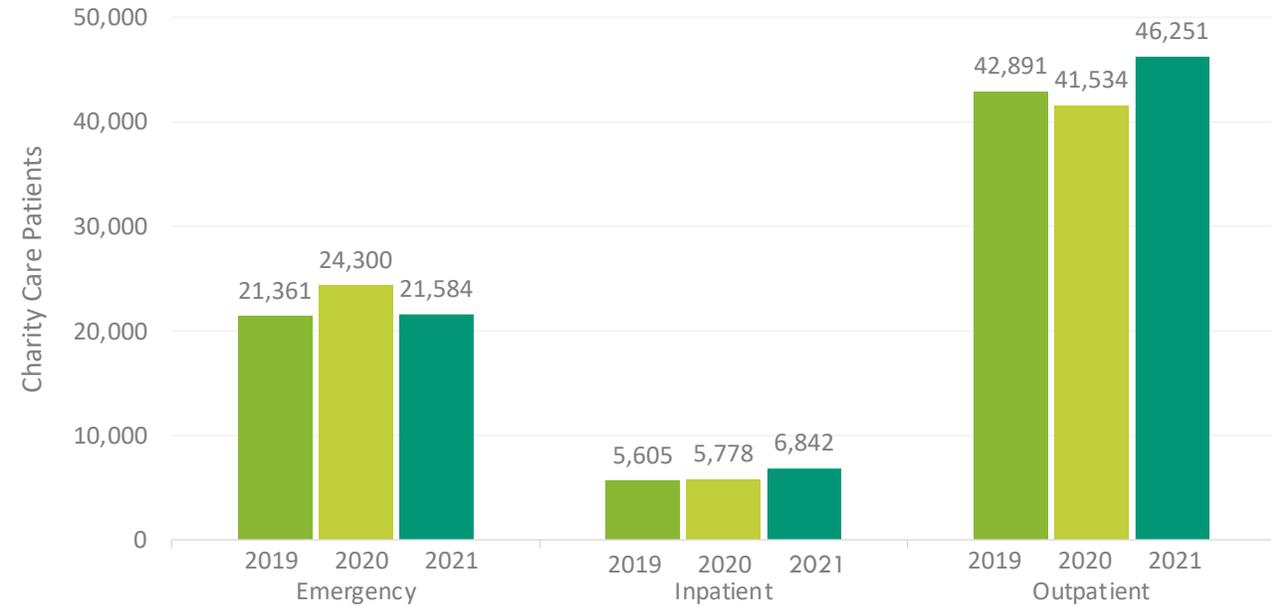
Charity Care Patients Increased Citywide from 2019 to 2021.

Unduplicated Charity Care Patients, 2017 to 2021



Charity Care Patients increased overall in San Francisco

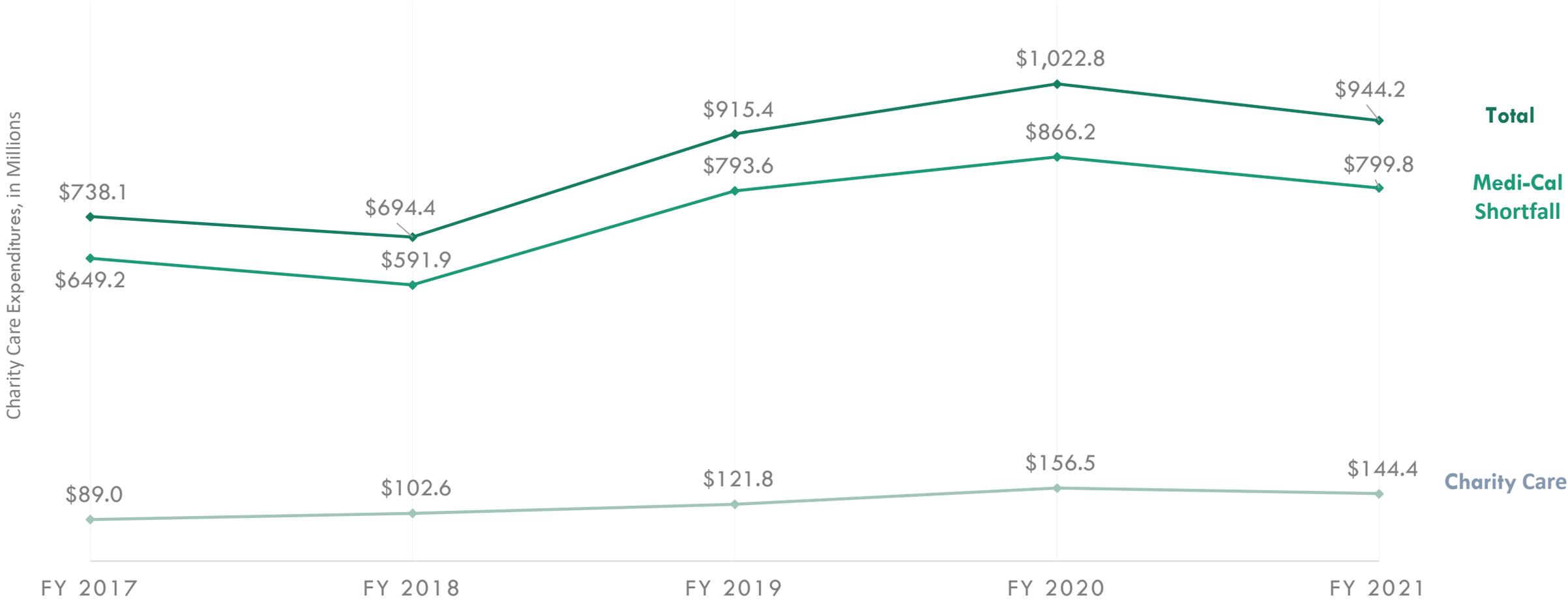
Charity Care Patients by Service Type, 2019-2021



Utilization of charity care services has increased overall in San Francisco

Charity Care Expenditures Increased Citywide from 2019 to 2021.

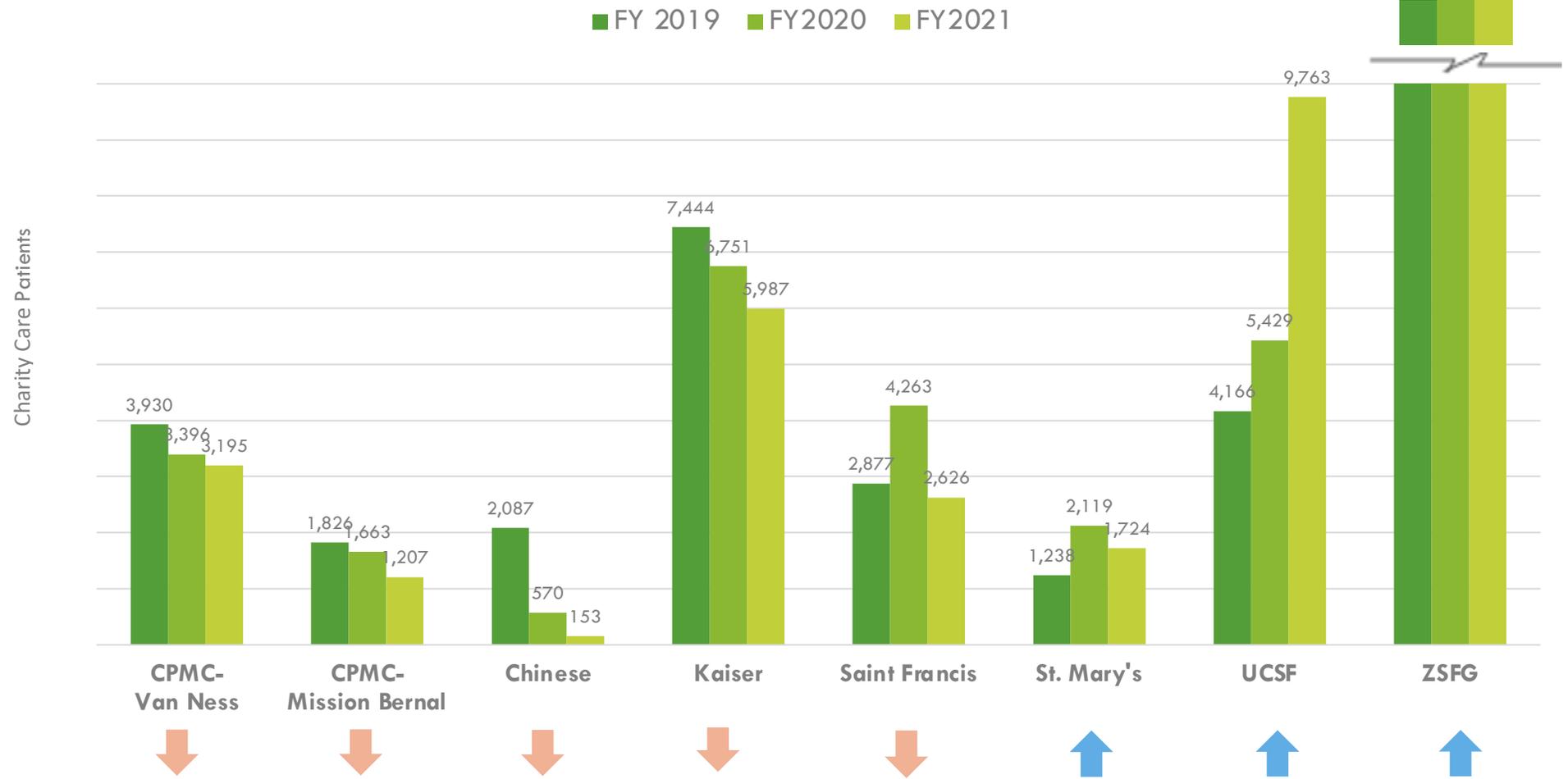
Charity Care and Medi-Cal Shortfall (in Millions), 2017-2021



Charity care expenditures increased by 19 percent while Medi-Cal Shortfall increased by less than one percent from 2019-2021.

Five out of the Eight Reporting Hospitals Saw Decreases in Charity Care Patients from 2019 to 2021.

Charity Care Patients Across San Francisco Hospitals, 2019-2021



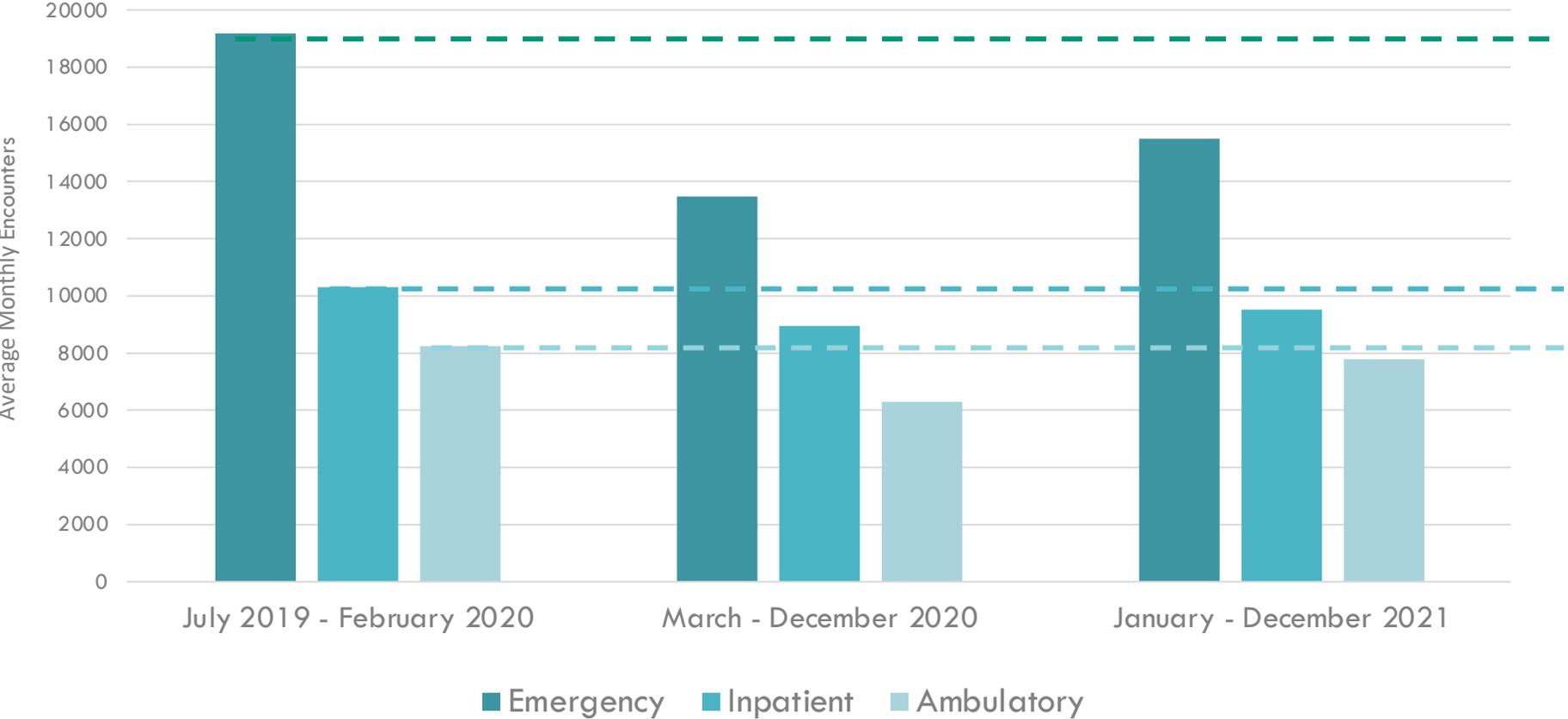
The increases in charity care patients from 2019 to 2021 were primarily driven by ZSFG and UCSF, due to hospital policy changes

Other reporting hospitals experienced decreases in charity care patients from 2019 to 2021.

Pandemic Resulted in Periods of Decreased Hospital Utilization for all Reporting Hospitals.



Average Monthly Encounters across Reporting Hospitals, July 2019-2021



The pandemic resulted in periods of **decreased hospital utilization** and overall services levels, including for emergency, ambulatory, and inpatient services across all reporting hospitals.

This led to decreases in charity patients across the majority of reporting hospitals.

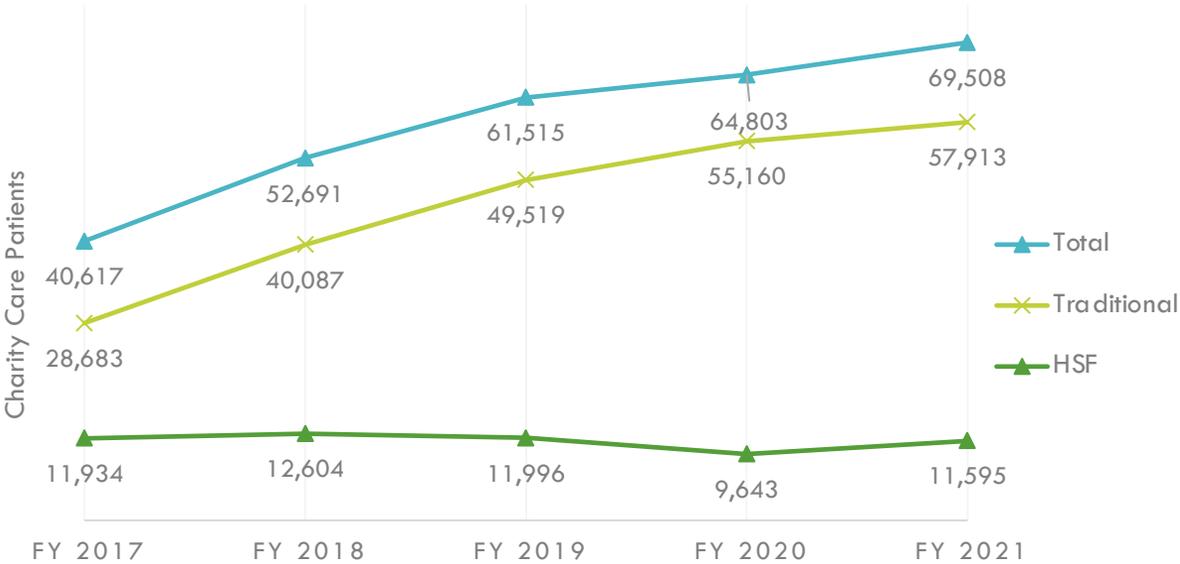
Ratio of Charity Care Costs to Net Patient Revenues

- Citywide trends in the ratio of charity care costs to net patient revenue varied among the eight reporting hospitals.
- Five out of seven reporting hospitals are above the state average.

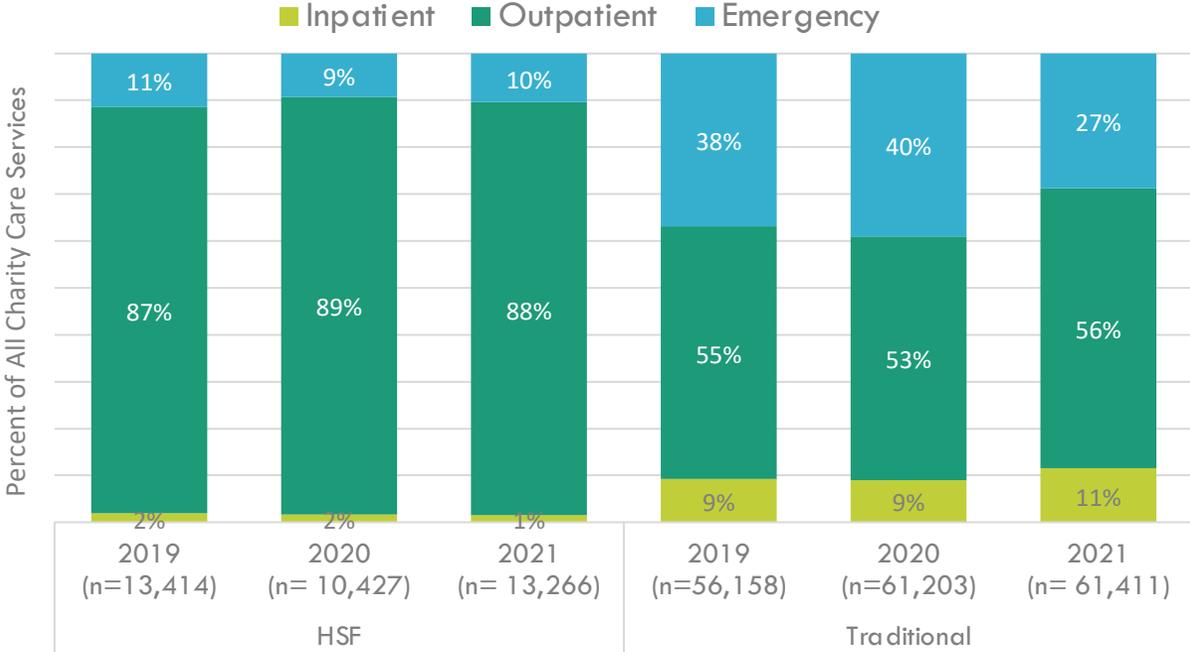
| FY 2021 Charity Care as Compared to Net Patient Revenue | | | | | |
|---|---------------------|----------------------|--------------------|--------------------------------------|--|
| Hospital | Net Patient Revenue | Cost-to-Charge Ratio | Charity Care Costs | Ratio of CC Costs to Net Pt. Revenue | State Avg. CC Costs to Net Pt. Revenue |
| CPMC Van Ness | \$1,186,580,139 | 36.94% | \$9,867,511 | 0.83% | 0.78% |
| CPMC Mission Bernal | \$158,093,939 | 49.34% | \$3,942,203 | 2.49% | |
| Chinese | \$93,042,104 | 44.20% | \$197,168 | 0.21% | |
| Saint Francis | \$192,182,994 | 22.58% | \$6,882,350 | 3.58% | |
| St. Mary's | \$189,188,393 | 23.31% | \$4,180,537 | 2.21% | |
| UCSF | \$4,618,674,662 | 24.09% | \$14,565,612 | 0.32% | |
| ZSFG | \$727,861,536 | 33.10% | \$99,553,728 | 13.68% | |

Healthy San Francisco and Traditional Charity Care Programs Continue to Serve Distinct Patient Populations.

HSF and Traditional Charity Care Patients, 2017 to 2021



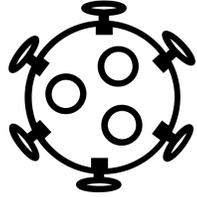
Proportion of all Services for HSF and Traditional, 2019 to 2021



Traditional charity care patients drove overall charity care increases; HSF population relatively stable

Traditional charity care patients more likely to utilize emergency services

Charity Care Moving Forward



COVID Policy Changes and Unwinding of the Public Health Emergency

- Medi-Cal Redeterminations
- Increases in health care utilization

Anticipated Impacts

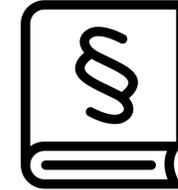
Increase in Charity Care 



Medi-Cal Changes

- Medi-Cal expands to new populations

Decrease in Charity Care 



Assembly Bill (AB) 532 and AB 1020 – Health Care Debt and Fair Billing Practices

- New notice requirements

Increase in Charity Care 

Thank you!

Questions & Comments

Appendix: HSF Overview

Purpose: Healthy San Francisco was established in 2007 to make health care services available and affordable to uninsured San Francisco adults who are ineligible for Medi-Cal, and is managed by DPH's Office of Managed Care

Delivery System: HSF's services are provided through a public/private partnership that includes medical homes, hospitals as well as behavioral health and pharmacy services. In FY 20-21:

55% of participants had a medical home within the SF Health Network

33% of participants had a medical home within the SF Community Clinic Consortium.

Demographics: HSF participants have remained relatively similar over the last four years, and continues to see immigration status as a driving factor in participants' ineligibility for other health insurance programs – Latinx patients make up over 3/5 of participants.